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## B. AMENDMENTS TO THE CLAIMS

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1. (Currently amended) A method for coordinating efforts of a plurality of system operators, said method comprising:  
capturing one or more first actions taken by a first operator in an action diary; ~~and~~  
receiving the first actions by a second operator using the action diary;  
capturing one or more comments from at least one of the operators; and  
storing the captured comments in the action diary.
  2. (Original) The method as described in claim 1 further comprising:  
combining one or more second actions taken by the second operator with the first actions; and  
storing the combined actions in the action diary.
  3. (Original) The method as described in claim 2 further comprising:  
editing the stored actions, the editing resulting in a best current practice; and  
storing the best current practice.
  4. (Original) The method as described in claim 1 further comprising:  
invoking a chat window on a first computer operated by the first operator and on a second computer operated by the second operator, wherein the chat window includes displaying interactive information between the first and second operators.

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5. (Original) The method as described in claim 4 wherein the invoking automatically occurs when the first and second operators access the action diary.
6. (Cancelled)
7. (Original) The method as described in claim 1 further comprising:  
receiving data regarding a system event; and  
searching a data store for the action diary, wherein the action diary corresponds to the received system event.
8. (Currently amended) An information handling system for coordinating operator efforts, said information handling system comprising:  
one or more processing units;  
a memory operatively coupled to the one or more processing units; and  
a tool for coordinating operator efforts, the operator efforts coordination tool including:  
means for capturing one or more first actions taken by a first operator in an action diary; ~~and~~  
means for receiving the first actions by a second operator using the action diary;  
means for capturing one or more comments from at least one of the operators;  
means for storing the captured comments in the action diary;  
means for receiving data regarding a system event; and

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means for searching a data store for the action  
diary, wherein the action diary corresponds  
to the received system event.

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9. (Original) The information handling system as described in claim 8 further comprising:  
means for combining one or more second actions taken by the second operator with the first actions; and  
means for storing the combined actions in the action diary.
10. (Original) The information handling system as described in claim 9 further comprising:  
means for editing the stored actions, the editing resulting in a best current practice; and  
means for storing the best current practice.
11. (Original) The information handling system as described in claim 8 further comprising:  
means for invoking a chat window on a first computer operated by the first operator and on a second computer operated by the second operator, wherein the chat window includes means for displaying interactive information between the first and second operators.
12. (Original) The information handling system as described in claim 11 wherein the means for invoking automatically occurs when the first and second operators access the action diary.
13. (Cancelled)
14. (Original) The information handling system as described in claim 8 further comprising:

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means for receiving data regarding a system event; and  
means for searching a data store for the action diary,  
wherein the action diary corresponds to the received  
system event.

15. (Currently amended) A computer program product for coordinating efforts of a plurality of system operators, said computer program product comprising:

means for capturing one or more first actions taken by  
a first operator in an action diary; ~~and~~  
means for receiving the first actions by a second  
operator using the action diary;  
means for capturing one or more comments from at least  
one of the operators;  
means for storing the captured comments in the action  
diary;  
means for receiving data regarding a system event; and  
means for searching a data store for the action diary,  
wherein the action diary corresponds to the  
received system event.

16. (Original) The computer program product as described in claim 15 further comprising:

means for combining one or more second actions taken by the  
second operator with the first actions; and  
means for storing the combined actions in the action diary.

17. (Original) The computer program product as described in claim 16 further comprising:

means for editing the stored actions, the editing resulting  
in a best current practice; and

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means for storing the best current practice.

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18. (Original) The computer program product as described in claim 15 further comprising:

means for invoking a chat window on a first computer operated by the first operator and on a second computer operated by the second operator, wherein the chat window includes means for displaying interactive information between the first and second operators.

19. (Cancelled)

20. (Original) The computer program product as described in claim 15 further comprising:

means for receiving data regarding a system event; and  
means for searching a data store for the action diary, wherein the action diary corresponds to the received system event.

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21. (New) The method of claim 1 wherein the system event is an actual system event corresponding to a problem related to a network device, the method further comprising:  
searching the action diary for the system event; and  
performing one or more actions adapted to address the problem related to the network device.

22. (New) The method as described in claim 21 further comprising:  
capturing one or more additional actions executed during the performance of the actions;  
modifying at least one of the action diaries by including the additional actions; and

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storing the modified action diaries.

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23. (New) The method as described in claim 21 further comprising:  
capturing data during the performance of the actions;  
creating a data capture object adapted to capture the data;  
modifying at least one of the action diaries by including  
the data capture object; and  
storing the modified action diaries.
24. (New) The method as described in claim 21 further comprising:  
displaying action diary information to a user;  
receiving action diary component data from the user;  
modifying at least one of the action diaries using the  
component information; and  
storing the modified action diaries.
25. (New) The method as described in claim 21 further comprising:  
capturing one or more new actions in response to the  
searching not identifying at least one action diary;  
associating the new actions with the received event; and  
creating a new action diary, the new action diary including  
the new actions and at least one association resulting  
from the associating.
26. (New) The method as described in claim 25 further comprising:  
storing the new action diary.

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27. (New) The method as described in claim 25 further comprising:  
capturing data during the performance of the new actions;  
and  
creating a data capture object adapted to capture the data.
28. (New) The method as described in claim 1 further comprising:  
performing one or more data capture actions in response to  
a successful search for the action diary.
29. (New) The method as described in claim 28 further comprising:  
identifying data within a computer system;  
creating a method for automatically capturing the data; and  
associating the method with the action diary.
30. (New) The method as described in claim 29 further comprising:  
creating a storage method for storing the captured data;  
and  
associating the storage method with one or more action diaries.
31. (New) The method as described in claim 29 wherein the identifying, creating, and associating are performed in response to the searching not identifying at least one action diary.
32. (New) The method as described in claim 31 further comprising:

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creating a new action diary, the new action diary including the method and at least one association resulting from the associating.

33. (New) The method as described in claim 29 further comprising:  
creating a new action diary; and  
storing the new action diary.
34. (New) The method as described in claim 28 further comprising:  
performing one or more actions, wherein the one or more actions are identified by the action diaries.
35. (New) The method as described in claim 1 further comprising:  
locating one or more event( solving approaches within the action diary;  
comparing the approaches with one or more archival rules;  
and  
archiving one or more of (the approaches) in response to the comparing.
36. (New) The method as described in claim 35 further comprising:  
removing (the archived approaches) from an action diary data store. *LAB*
37. (New) The method as described in claim 1 further comprising:  
storing (the archived approaches) in an alternate data store. *LAB*



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38. (New) The method as described in claim 1 wherein the comparing further includes comparing approach statistics associated with the approaches with the archival rules.
39. (New) The method as described in claim 1 further comprising:  
determining whether multiple approaches exist within the action diary;  
wherein the archiving is performed in response to determining that multiple approaches exist.
40. (New) The method as described in claim 1 further comprising:  
identifying a plurality of action diaries within an action diary data store; and  
performing the locating, comparing, and archiving for each of the identified action diaries.
41. (New) The method as described in claim 1 further comprising:  
manually selecting one or more approaches included in an action diary; and  
archiving the manually selected approaches.
42. (New) The method as described in claim 1 further comprising:  
grouping action diaries, the grouping including:  
including one or more objects in an approach group,  
wherein the first approach group includes a first approach for handling a system event; and  
storing the approach group in the action diary.

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43. (New) The method as described in claim 42 further comprising:  
including one or more objects in a second approach group,  
wherein the second approach group includes a second  
approach for handling the system event.
44. (New) The method as described in claim 42 further comprising:  
displaying a first graphic related to the approach group.
45. (New) The method as described in claim 44 wherein the  
graphic indicates a position of the approach group within a  
lifecycle.
46. (New) The method as described in claim 42 wherein the  
first approach group includes at least one of group  
properties, action objects, text notes objects, and  
parameter objects.
47. (New) The method as described in claim 46 wherein the text  
notes objects includes one or more annotations, the  
annotations describing handling the system event.
48. (New) The method as described in claim 42 further  
comprising:  
displaying one or more objects included in the approach  
group;  
selecting one of the objects, the selecting performed by an  
operator using a selecting device; and  
modifying the selected object in response to the selecting.
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